

TeleAlarm TA74 & Cloud Services

09/04/2026 – Version 1

Data Information Notice

Manufacturer/Distributor: TeleAlarm Europe GmbH
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Germany

Service provider: TeleAlarm SA
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Introduction

General

This information notice explains how data generated by, or collected through, the TeleAlarm TA74 (the “**Product**”) is accessed, used, and shared (including to provide TeleAlarm Cloud Services (the “**Service**”)) and how the data is otherwise processed, in line with the requirements under Article 3 of the EU Data Act.

Product and service description

The Product is a carephone device designed to support independent living at home, particularly for elderly individuals and people with physical disabilities. It is available in several variants, which differ primarily in their supported transmission paths, encompassing PSTN, mobile network, and Ethernet connectivity. The Product supports multiple communication protocols and includes a built-in activity monitor, enabling an emergency call to be sent automatically.

When deployed in its intended environment, the Product generates technical and operational data, including but not limited to device configuration settings, alarm event records, activity monitoring status, device connectivity indicators, firmware version information, battery status, and diagnostic indicators relating to error conditions. Such data is transmitted to the Service in accordance with the technical capabilities of the Product, with each device configurable to ping the server automatically at an adjustable frequency. Data is transmitted solely for the purposes of enabling the provision, maintenance, and security of the Service.

The Service processes this product data to facilitate core functionalities, including remote device programming, device status monitoring, firmware update management, and the

creation and deployment of programming templates across single or multiple devices. The communication protocol is encrypted by Transport Layer Security (TLS), ensuring a secure connection to the Service account.

The Service is offered in tiered packages, with capabilities ranging from standard remote configuration and firmware updates through to batch updates across multiple devices, audit history, sub-organisation management, and access rights administration.

Data may be stored either on the Product itself (including recipient telephone numbers, IP addresses, and local configuration parameters) and/or within the Service backend systems. Service-related data, such as device configuration records, alarm line parameters, and audit logs required for the operation of the Service, is retained within the platform for the duration necessary to fulfil Service obligations, with sub-organisation and device data accessible only to users with applicable access rights.

Data holders

The following parties receive data from the Product and/or the Service and may use the data for their own purposes ('data holders'):

- TeleAlarm Europe GmbH, Germany
- TeleAlarm SA, Switzerland

Terms of use and quality of service

TeleAlarm's Terms of Use and Privacy Policy are available on the TeleAlarm website.

Data which the Product is capable of generating

Nature of data	Format	Estimated volume	Collection frequency	Data retention
Technical alarms	Custom binary format	Variable; approximately 1 MB per month on average, depending on the number of technical issues.	Each event is stored in a circular (FIFO) buffer holding up to 100 entries.	Retained until overwritten when the buffer reaches capacity.
History events	XML	Variable; approximately 1 MB per month on average, depending on the number of device events..	Each event is stored in a circular (FIFO) buffer holding up to 500 entries.	Retained until overwritten when the buffer reaches capacity.

Data obtained by TeleAlarm Cloud Services

Nature of data	Format	Estimated volume	Data retention
Device parameters	XML, SQL	Usage-dependent. Average entry size: 10 kB.	Stored until overwritten.
Device status (connection, firmware, battery, power supply, audio extender) and mobile network information	XML	1 MB per month.	Stored until overwritten.
Technical alarms	Custom binary format	Volume-dependent on number of technical issues. Average size: 1 MB per month.	No limit.
Organisation and users' data	SQL	Usage-dependent. Average size of one user entry: 1kB.	Stored until overwritten.

Data sharing and use

Type of data	Data use	Sharing of data	Identity of data recipient
N/A	N/A	N/A	N/A

Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
The user can access all data provided by the user and related information based on the configuration. The access to data is via API, online interface or export files.	No	The User can delete own provided data using the online interface.

How to request data sharing

You may request us to share data with a specific third party by contacting our support organization via email datenschutz@telealarm.com. We may under certain circumstances deny a request of data sharing to third parties.

Right to lodge a complaint

If you believe our handling of your data infringes your rights under applicable legislation, you have the right to lodge a complaint with the competent authority in your jurisdiction.

Trade secrets

In some cases, data from the connected products or related services may include trade secrets that we or our partners own. Trade secrets shall be preserved and disclosed only where all necessary measures prior to preserving their confidentiality are taken, in particular regarding third parties. In exceptional circumstances, our ability to grant access to data may be limited due to trade secrets.

We maintain confidentiality obligations to protect any trade secrets contained within your data.

Term and termination

Your contract for TA74 and Cloud Services is valid as of the effective date of the relevant agreement. You may end the contract by contacting TeleAlarm and requesting termination. Specific conditions and notice periods may apply as specified in your contract.

Contact information

Should you have any questions regarding the data generated by the Product or the Service, do not hesitate to contact us at info@telealarm.com.